

THE MOST COMMON REASONS FOR APPEALS

AS OF 11/13/2013

Approximately 88% of cases fall into this category

- 1) APTC denied or incorrectly calculated for one of the following reasons:
 - a. Appellant entered their income incorrectly (*annual* income entered as *monthly* income)
 - b. Married applicants stated they will not file taxes in 2014. Therefore they do not qualify for APTC.
 - c. Appellant stated that they currently have insurance coverage, system interpreted as covered for 2014. Therefore HPF did not consider anyone in household eligible for APTC. This system error was fixed on 10/23.
 - d. One member of household currently has Medicare, therefore no one eligible for APTC. Known system error not yet fixed.

Approximately 3% of the cases fall into this category

- 2) HPF could not verify information appellant entered into Healthplanfinder. When this happens, appellants are concerned, because system told them their status couldn't be verified. They often feel their only option is to appeal. Note: These appellants are conditional eligible, not denied. They simply need to upload verification documents to complete the process.
 - a. Citizenship
 - b. Income
 - c. Incarceration
 - d. Residency in WA

Approximately 3% of the cases fall into this category

- 3) Miscellaneous
 - a. Appellant made a change to account but did not complete the change process. HPF did not create a new eligibility determination because HPF didn't "see" the new info.
 - b. Appellant required to purchase dental insurance thru HPF for child who is already has dental coverage.
 - c. Appellant couldn't apply online (got confused, locked out, or system error)

Case Status	Natosha	Andre	Margaret	Total
New Cases to be reviewed	8	0	0	8
Cases with signed withdrawal rec'd from appellant	6	26	2	34
Cases informally resolved awaiting signed withdrawal	12	16	5	33
Cases with high likelihood of resolution	47	29	1	78
Cases that will most likely go to hearing	0	1	1	1
Total Cases	73	72	9	154